



GDOT TRAFFIC ZONE



REMARKS FROM THE DIRECTOR

GDOT STRATEGIC PLANNING...RESPONDING TO OUR STAKEHOLDERS!

In the last edition of the GDOT Traffic Zone, I reported that we recently completed a comprehensive survey of our stakeholders (citizens, business leaders, patrons, etc.) to determine the impact and value of our services, citizen's expectations and ratings of GDOT, and areas for improvement. Overall, citizens were pleased with transportation in Greensboro and our services. Key findings included 80% rated our services (and their delivery) as excellent, very good, and good; 70% rated their experience with transportation and getting around Greensboro as excellent, very good, and good; and our key strategic areas for follow-up included enhanced communications and marketing, focus on planning and project implementation, and internal focus on quality.

Since my last report, the GDOT Management Team has followed-up and further explored each of our key strategic areas. This work consisted of reexamining the feedback, brainstorming potential solutions and ideas for each Division and GDOT, and developing a core set of strategic recommendations for our implementation. At this time I would like to share with you the top three recommendations from this effort.

1. Employ a GDOT Community Relations Specialist

This recommendation responds to citizens needs and desires to be better connected, informed, and educated on all of our services, projects, schedules, and initiatives. This resource will significantly enhance our ability to communicate and outreach with the public and media on all items and enhance our ability to market and promote GDOT and GTA services.

2. Implement GDOT Quality Team

This recommendation responds to citizens needs and expectations that GDOT continue to focus on and improve the quality of services, work, customer service, products, and assets we provide. To place top emphasis on this item, the GDOT Leadership Team (myself and Division Managers) will initially lead the GDOT Quality Team (to define its mission, goals, responsibilities, structure, and composition). Expected outcomes from the Quality Team include the establishment of internal GDOT quality goals/expectations, standards, training needs, and assessments.

3. Implement 3-D Problem Solving Process in GDOT

This recommendation responds to citizens needs and desires to be more involved in our planning processes and activities, and their desires for more effective and efficient (time) delivery of GDOT services and City projects. This problem-solving model will enhance stakeholder involvement in all our activities; enhance inter-departmental coordination, cooperation, and relationship building; and provide a common framework for all GDOT supervisors and committees to use in assessing and solving problems.

In summary, these three recommendations effectively respond to all of the major needs/areas of improvement identified by our stakeholders in our survey work. When combined, they present a real and significant opportunity for us to continue to improve the services we provide and to better meet the transportation needs of our community. To follow-up we plan to aggressively pursue the implementation of all recommendations over the next few months and will continue to keep you updated on our progress. Special thanks to the GDOT Management Team for their outstanding work, effort, and follow-up on the key strategic areas and, continued thanks to each of you for the work you do to make GDOT such an outstanding organization and community leader. I am very proud to serve with you on the GDOT team and very, very excited about 2004 and the promise these new recommendations bring to our community and organization!

Inside this issue:

Business/ Parking	2
Engineering	2 - 4
Operations	4 - 7
Planning	8
Public Transportation	9 - 10
Employee News	10 - 11
Scramble & Crossword	11

GDOT Mission Statement

We are committed to improving safety and mobility and providing quality services to our community by:

- Being Customer-focused and Team Oriented
- Being Cost-effective and Innovative
- Developing, Empowering, and Recognizing Our Employees



BUSINESS / PARKING



► PARKING OPERATIONS UPDATE

The construction work on the Davie Street Deck is still progressing, and barring any further weather delays, the scheduled completion date is February 11, 2003. The parking deck staff is working to prepare the deck physically so that parking customers may begin utilizing the deck the first of January.



Davie Street Parking Deck

The lighting project at the Greene St. Deck is near completion, which includes the lights on the rooftop and in the stairwell/lobby areas. This has made a tremendous difference in the appearance and sense of security for parking patrons.

As some of you may have seen, the parking decks have installed display boards at prime locations for the purpose of communicating information regarding City departments and community projects to the citizens of Greensboro. Specific criteria and guidelines have been established by ODC as to the types of information that is appropriate for advertisement

in this venue.

Metered parking is available at the Depot in several surface lots throughout the complex. Also, gated parking will be installed in the employee parking area, which is located on the corner of Davie Street and Washington Street. Federal APD equipment will be installed to communicate and coordinate with the parking deck equipment. Proximity readers will also be installed, which is a first for the City of Greensboro, and if successful, this may be the wave of the future for Greensboro parking!

► ADMINISTRATION

Planned Leave Without Pay

All full time benefited employees may purchase additional leave time at the beginning of each calendar year. Planned Leave Without Pay is technically Leave Without Pay time that can be purchased for the subsequent calendar year. Payments are spread over 24 pay periods and all purchased time must be used or you will lose it. This is a one time per year designation and cannot be changed during the year.

If you're interested, now's the time! You must complete the request on the form found on the Human Resources Home Page or contact either Karen or Marcel for a copy. Your immediate supervisor and the department director must approve your request before it is considered valid. The approved form must be in the Human Resources department on or before December 31, 2003.

Annual Leave Notice

Those of you with annual leave balances that are either currently over 240 hours or will be at the end of January, have received a letter from the administration staff letting you know how many hours may be converted to sick leave if you do not use them. A copy of this letter has also been distributed to your supervisor. Remember, if you do not want that time to be converted to sick leave, it must be used and entered into Lawson by January 31, 2004. All annual leave hours over 240 will be converted to sick leave at midnight on February 1, 2004.



ENGINEERING



► DOWNTOWN TRAFFIC CHANGES

In the coming months, several downtown streets will undergo a conversion from one-way to two-way. The conversions will take place in conjunction with the Greene Street Roadway Improvement Project and the 2004 and 2005 annual resurfacing contracts. These streets include:

Greene Street Roadway Improvement Project

- Greene Street from Washington Street to McGee Street

- McGee Street from Greene Street to Davie Street

2004 Resurfacing Contract

- Davie Street from McGee Street to Summit Avenue

2005 Resurfacing Contract

- Bellemeade Street / Summit Avenue from Spring Street to Lindsay Street
- Lindsay Street from Summit Avenue to Eugene Street

► ELM-EUGENE STREET MEDIAN PROJECT

GDOT is currently conducting a feasibility study to investigate the option of including a median on South Elm-Eugene Street between Vandalia Drive and JJ Drive. The project would install an 18' grass median within the existing street width. Included in the project are median openings at all public streets, new sidewalk on the west side of the road and replacement of existing sidewalk sections that are too close to the road. With the pending opening of the I-85 bypass on the south side of Greensboro, this section of roadway is

Engineering continued on page 3



Elm-Eugene St Project continued

expected to serve as an important gateway to the community. Because of this, City Council recently directed GDOT to investigate the feasibility of extending the median north beyond the limits identified by a previous feasibility study and Transportation Bond project. It is anticipated that the project feasibility study will be completed this year and the project could go to contract as early as Summer/Fall 2005.



► 2003 TRAFFIC SAFETY PROGRAM

The Traffic Safety Program is an annual program that identifies locations within the city limits that experience unusual accident activity, which includes accident patterns that are occurring on a frequent basis or accidents that result in serious or fatal injury. In order to determine problem locations, the Severity Index (SI) and Equivalent Property Damage Only Rate (EPDOR) values are calculated for each intersection. Once these values are calculated, the top 25 intersections for each are chosen. Intersections for this year's Traffic Safety Program have been identified and collision diagrams have been constructed for each intersection. At this time, a field investigation of each intersection is being conducted in order to evaluate potential improvements that may decrease accidents.

Intersections identified by this year's Traffic Safety Program:

Severity Index (SI) Intersection List:

Lawndale Dr & Pisgah Church Rd
Chimney Rock Rd & Friendly Ave
Randleman Rd & South St
Church St & Market St
US 421 & Pleasant Garden Rd
Market St & Tate St
Friendly Ave & Green Valley Rd
English St & Market St
High Point Rd & Vanstory St
Florida St & Freeman Mill Rd
Battleground Ave & Brassfield Rd
Cottage Pl & Lawndale Ave
Lindsay St & Murrow Blvd
High Point Rd & Pinecroft Rd
Battleground Ave & Pembroke Rd
Centerview Dr & Meadowview Rd

Farmington Dr & High Point Rd
Colby St & High Point Rd
Cone Blvd & Elm St
Battleground Ave & Mill St
Battleground Ave & Cotswold Ave
Cridland Rd & Wendover Ave
Friendly Ave & Murrow Blvd
Battleground Ave & Benjamin Pkwy
Benjamin Pkwy & Elam Ave

EPDOR Intersection List:

Park Ave & Sullivan St
Randleman Rd & South St
Chimney Rock Rd & Friendly Ave
Apache St & English St
Market St & Tate St
Dillard St & Haywood St
Battleground Ave & Brassfield Rd

Hobbs Rd & Jefferson Rd
US 421 & Pleasant Garden Rd
High Point Rd & Pinecroft Rd
Friendly Ave & Green Valley Rd
Frazier St & Groomtown Rd
Randleman Rd & Vandalia Rd
Church St & Greenbriar Rd
Florida St & Randolph Ave
High Point Rd & Vanstory St
Bessemer Ave & Lindsay St
Lindsay St & Murrow Blvd
Bessemer Ave & English St
Florida St & McCormick St
Sullivan St & Summit Ave
Edgeworth St & Market St
Davie St & Market St
Elm St & Friendly Ave
Creek Ridge Rd & Randleman Rd

► US 29 ACCESS MANAGEMENT

Project Status

A first set of public meetings was held with the citizens of Greensboro to identify their issues, concerns, and problems. The public input has been used along with the technical analysis of the corridor to identify some preliminary solutions. A second set of public meetings was held on November 18 and 19 informing the public of GDOT's recommendations. As a result of these meetings, we are finalizing the recommendations and looking to implement these solutions in the next 3-5 years.



Background

The project limits of the US 29 Corridor Study will be from I-40/I-85 north to Sixteenth Street. The purpose of this study is to identify **short term** and **intermediate improvements**. The outcome will be an access and circulation plan that will maximize safety and minimize transportation conflicts. The plan will establish guidelines for intersection design improvements, interchange spacing, driveway design parameters, and off-street and on-street parking regulations at exits and on nearby streets and median design. The goal is to develop strategies suitable to the Greensboro communities that improve mobility and safety within the corridor while maintaining accessibility to adjacent land uses.

► RAILROAD BRIDGE REPLACEMENT FEASIBILITY STUDIES

Project Status

To date we have had one round of stakeholders and public meetings in an effort to educate the citizens and stakeholders, as well as to identify some issues or concerns from property owners directly adjacent to these RR bridges. Once the consultant's recommendations have been received, our hope is that the feasibility study will generate enough interest and support to assist in obtaining funding for



Railroad Bridge Replacement Study continued
these future bridge replacement projects.

Background

There are four railroad bridge replacement feasibility studies. Following are the proposed Norfolk Southern Railroad bridges to be studied:

- Aycock Street @ UNCG
- Tate Street @ UNCG



- East Market Street @ NC A&T University
- Benbow Road @ NC A&T University

The purpose of these studies is to identify street or intersection improvements, and bring existing bridges up to current standards. This will increase capacity and enhance safety for the public.



► SIGNAL SYSTEM FEASIBILITY STUDY UPDATE

The Signal System Feasibility Study that was completed last year is being updated. The goal is to identify additional stakeholders that could potentially partner in the project. There are two general stakeholder target groups, communications and transportation operations. The new signal system will require installation of an extensive fiber optic cable network. The thought is that this network can possibly meet the communications needs of entities other than GDOT. With some advance planning, the network can be sized appropriately to meet all these potential needs. Meetings are planned with the potential stakeholders.

► DECORATIVE STREET LIGHTING



Significant progress is being made on the installation of decorative street lighting in conjunction with the East Market Street streetscape project. Pedestrian lighting and roadway lighting is being installed on fluted concrete poles. These poles are finished in black and appear very much like metal poles. This project marks the first use of decorative concrete poles in Greensboro.



► EBAY OPTICOM

The media has been abuzz recently with news of knockoff activation units for traffic signal preemptors. The excitement started when a bona fide electrical engineer developed a unit that does in fact work. This unit sells for far less than the OEM units and the thought was that making emergency vehicle preemption more affordable could advance safety. It is claimed that these units are marketed to authorized users only, such as police and fire departments. Good intentions often lead to trouble and copycat units were offered on the Ebay Internet sales site. While every driver's dream is to have all green lights, unauthorized use of these devices by the average motorist will very likely be illegal under state law.



OPERATIONS



► WAREHOUSE

The "GDOT Fall Brawl Golf Tournament" held on October 24, 2003 was a big success. Robert Davis, Jeff Knight, Jay Stevens, and Boyd Johnson were on the championship team at 14 under par. Phillip Johnson won closest to the pin and Steve Huddy won long drive.

The GDOT warehouse is the first city department to start moving inventory from the mainframe to Lawson. Inventory will reside in the new Datastream Work Management system as well. GDOT and Solid Waste are the initial departments to be set up on Datastream.

The new B2B golf shirts, t-shirts, sweatshirts, ball caps, toboggans, bags, umbrellas, and windbreaker jackets are on order. Employees will be notified when the items arrive along with their B2B costs. You'll be pleased!

► STREET MAINTENANCE

For this year's Snow and Ice Removal Program, we are expanding our use of salt brine *before* and *during* winter storms. Salt Brine is a 23% mixture of salt and water, and will become a more visible tool in the program over the next several years. We have recently purchased an Etnyre Salt Brine Maker, pictured below, which will enhance our ability to produce salt brine in mass quantities. With the use of salt brine, we will be

able to treat our bridges and some of our major thoroughfares 24 to 48 hours before a storm hits (a technique known as anti-icing). Once this solution dries on the surface, it will lay dormant until it comes in contact with any precipitation. Once the precipitation comes in contact with the roadway surface or bridge, it will activate the salt brine solution on the roadway and

Operations continued on page 5



Street Maintenance *continued*

will prevent the snow or ice from bonding, making the plowing part of our jobs much easier.

Salt brine can also be used during the actual storm, much like regular salt (a technique known as de-icing). One advantage of brine over granular salt is that brine is effective at much lower temperatures (down to the single digits!), whereas granular salt will lose its effectiveness around 20 degrees or so. The use of brine will also reduce the amount of salt used during a storm, which should prove to be a cost savings to the City.

Stay tuned for more stories and information on our adventures with salt brine over the next couple of months. We expect this to be a great step forward for our Snow and Ice Removal Program!

We have lost some and gained some! Employees that is. With that in mind, we would like to welcome these new employees to the Street Maintenance section: William Ware, Bryan Richburg, Tavares Carter, Christopher Archer, Richard Smith, Oliver Gray, Christopher Williams, and Robert Roof.

► SIGNALS

The signal division has been busy with several high profile projects, including:

- The new Costco site on West Wendover
- Streetscape projects on East Market Street and Pinecroft Road

We have begun receiving the first batches of several hundred LED signals from NCDOT, so look for lots more cost-saving LED signals to be installed in 2004. We are now buying all of our signal heads furnished with LED indicators, so long to the inefficient light bulbs!

► STORMWATER MAINTENANCE

Crews have been busy this fall with several projects, in conjunction with learning to work with some new and innovative materials. Our projects are generally similar to each other, but our most unusual has been a wetland project along South Buffalo Creek. We are working with Stormwater Resources Section to create a 35-acre wetland site. This will include the creation of wetlands and a bladder type dam system that will raise and lower to flood the area by design. We anticipate being on this particular project for an extended period of time.



We also are using HDPE pipe in the ROW on a project on Holt Ave. and E. Bessemer. This is the first time that we have designed a project with the intent of using this type of material in the roadway.

Another unique project was to repair concrete on a bridge deck using a fast set composite material. Last summer, we worked with a contractor and used the same material to repair mechanical joints in the Lees Chapel Rd. Bridge; however, this is a first for

► STREET CLEANING

The Street Cleaning Section is well underway with the Loose Leaf Collection Program for 2003-04 and the leaves are still coming down! The first round of collection was finished around November 19th. We started hitting the heavy routes and began the second round on December 1st.



Look for new signal lights in the next few months at the following locations:

- Drawbridge & Horsepen Creek Road
- Benbow & Bluford
- Summit & Fourth Street

We are also assisting in two mast arm pole intersections that will be built at Market & McIver Street and at High Point & Pinecroft Road.

The Signal Division would like to recognize our newest employee, John Gilley, who started on September 1, 2003.

city forces to use this material.

Stormwater Maintenance would like to welcome Brandon Lennins, Gary Rumley and David Sullivan to the team. Glad you're here!



We would also like to congratulate Danny Fleming on his promotion to Super Team Leader and Brian Norris to Heavy Equipment Operator.



With mixed feelings, we congratulate both Robert Davis and Tom Brown on their November 30th retirement. Even though they will be missed, we are excited for them as they enter this new chapter of their lives. Good luck and best wishes for a long and healthy retirement.

Operations continued on page 6



Street Cleaning continued

As of October 16th, we would like to say “welcome aboard” to the following new employees: Keith Carter, Charles Mitchell, Lashoun Austin, and Brad Mrrill-Cornelius, who is working the CBD during Loose Leaf Season.

We completed the first stage of the litter assessment and look forward to next years litter collection. We have completed five rounds of litter collection and the island cleaning. We are currently working on the island and sidewalk assessment; we anticipate having it completed next year.



► SIGNS & MARKINGS

Wow, what a busy summer. Signs and Markings crews have had many accomplishments that they are proud of.

- Resurfacing projects have kept us rolling; check out Vandalia Rd. and Four Seasons Blvd. or even Jaycee Park for our latest marking work.
- Roland Thompson, Carmen Soyars, and John Coble have been instrumental in the GPS Data Collection of the City's traffic sign inventory. Over 85% of the signs have been logged. Great work!
- Requests for signs have been steady; Vince and Carmen have provided service to nearly every City department.
- Back to Basics requests keep pouring in; and pouring out, due to

our competitive nature in participating in the B2B challenges.

Something to brag about:

- Congratulations to Crispin Willard on his promotion to Crew Leader.
- Welcome aboard! Buddy Mitchell.
- Milton Moore's daughter, Quantina S. Moore married Arthur L. Perry October 4, 2003. Best wishes to the happy couple.
- Congrats to Ricky Davis and his daughter Jessica. She was the Homecoming Queen runner up at River Mills High School. Also, Ricky and wife Sandy adopted a baby girl, McKenzie, the 1st of June. What a great addition to the family!

- Tim Johnson retired November 26, 2003 with 30 years of service.
- What a competitive family! In the Pow Wow at Country Park Buddy Mitchell's grandson Chayton and granddaughter Madison took home 1st place, and last but not least, daughter Ashley took 2nd place in her class. Way to go!!
- Dillon Mabe, son of Carmen Soyars and Gerald Mabe, took the 3rd place Championship trophy home within the 65cc class age 10 and up in Motor Cross racing at Rolling Hills Cycle Park.
- Mike Neese's son, Mathew, brought home a 2nd place championship trophy from East Ben Cycle Park.

Keep 'em rolling!!!

► SAFETY PROGRAM

Safety is a top priority in any organization. The way that safety is viewed will determine the actual way the workplace functions. Many organizations may talk a wonderful line, but reality and truth always comes out. At GDOT we have begun to learn that being safety conscious not only means we have fewer incidents, but the level of pride and ownership of our work processes also follow. We have excelled this year as we have begun to make some much-needed changes to our safety programs. This hasn't come about because we have been unsafe, but we desire to be better at what we do. The efforts we are now pursuing, such as, the Star Certification, having below national average incident rates, lowering worker's compensation claims, and empowering our employees are the ultimate results that will make this department the best in the city, and one of the best in the nation in regards to our safety efforts.

As you begin to see these changes take place keep in mind they are intended to improve our work place. No one wants to see him or herself or a co-worker have an injury of any type. A recent inspection of one of our worksites by NC OSHA has

proven we are definitely going in the right direction. The OSHA inspector found the site, its set up, the PPE the employees were using, and other items checked were all in order. The OSHA inspector will soon issue an “In Compliance” letter to our department. This job took place at a time when no one should have been around to check on these employees. However, they took it upon themselves to not let down their guard or to skip procedures. This is the type of effort that ultimately will be an every day function for all sections and all employees. So when you see the Safety Coordinator coming around, don't think it is to find fault. Maybe we are doing things right and he just wants to tell you so.



► BACK TO BASICS

TEAMWORK, a Back to Basics success story!

In July, The first Team Challenge was held. Five Divisions (Work Management, Warehouse, Signs and Markings, Traffic Signals, and

Operations continued on page 7



Back to Basics continued

Streets-Asphalt) successfully met the challenge of turning in at least one ticket per person per week for five consecutive weeks. The winners were treated to a cookout at Barber Park with the managers serving food. Darren Case and Ja'Tia Brown were also recognized for their creation of the new program logo.



The second challenge is now complete.

Find out the results and stay updated by checking the Back to Basics bulletin boards located throughout the department. Remember, there are many ways to report problems. Write them down, call them in on the radio, call the B2B HOTLINE 373-2417 or use the WEB FORM <http://citynet/transportation/b2b.htm>.

Our employees continue to make our streets safer. Since June, 250+

malfunctioning streetlights, 490+ traffic signals, and 470+ sight obstructions have been reported. The focus area for November and December was GTA shelters. The new focus for January and February is potholes. Please keep an eye out and help keep Greensboro looking good!

Finally, congratulations to our top performers: (1) Chuck Green (2). Sandy Munroe and (3). Pat McLaurin. Keep up the good work!

► GDOT OPERATIONS FIELD TRIP "FUN DAY"

On December 10, Mrs Henry's. Kindergarten class from Laughlin Primary School took a field trip to the Service Center for an overview of GDOT Operations. The class had been studying "**Community Helpers**" and asked if we could talk about some of the services that we provide for the City of Greensboro. Dale Wyrick thought it would be a great opportunity to showcase some of our personnel and equipment, and was it ever (with the exception of a little rain)!

Here's what the kids got to see...

Total Patch Unit-Pothole Repair: Dwight Murphy arranged for Chip McCollum and Martin Lewis to repair a pothole on the service center yard. The kids got to see a little about how we do roadway repairs before the rain started coming down!



Sign Shop Tour: Tim Hulon, Vince Price, Carmen Soyars, and Mike Jones rolled out all the bells and whistles for the tour of the Sign Shop. The class was greeted by a variable message sign reading "WELCOME TO GDOT MRS. HENRY'S CLASS". Carmen did a great job talking to the class about different types



of signs and we had the kids identify STOP, YIELD, SPEED LIMIT 35, and a Pedestrian Crossing Sign. We presented Mrs. Henry with her very own "Mrs. Henry's Way" Street Name Sign as a keepsake for the occasion.

From there, it was onto the Salt Yard for other displays...

Work Zone Setup-Right Lane Closed Ahead: Mike Mabe and Jeff Knight set up a lane closure and we talked to the class about work zones and work zone safety. The kids each got reflective wrist bands that we developed to remind them that they can be community helpers by asking their mom's and dad's to drive safely in construction work zones.

The class stood out of the rain on the Parks and Recreation "Millennium Showagon" to view an equipment parade. James Steber talked to them about an **Automated Vacuum Truck** picking up some leaves and litter, thrown out by a real litterbug, played by Greg Davis. We used this opportunity to teach the class not to litter!

Sandy Munroe and Dale Wyrick did a demonstration of one of **Traffic Signals' Bucket Trucks**. Sandy showed the kids an up-close view of a signal head and talked about our LED program.



Next in line came Ricky Davis and John Coble to display the **Waterbased Paint Truck**. While it was too wet to paint, the kids still got to see how the truck worked and really enjoyed it! Tim Elmore talked to the class about Storm Water

maintenance and had a display with a **Vector Truck** cleaning out a drainage structure. Finally, Tim and Darren Case demonstrated how we load salt on one of our **Snow and Ice Removal Trucks**. The class really got a kick out of our salt barn and all of that salt!



From there, it was on to the Ready Room for Snack Time and Goody Bags and the trip was done! I think we all had as much fun as the class!

I really appreciate all of the work and effort we put into this event. I think it will prove to be good practice for what I hope to be a larger effort during Public Works Week in May, 2004! Stay tuned for more info on those plans soon!



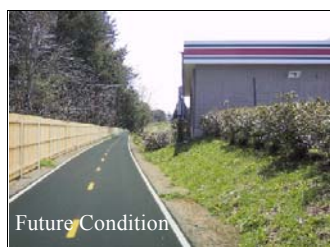
PLANNING



2003 has been a productive year for the Planning Division. All indications suggest that 2004 will offer a full share of challenges and opportunities as well. A series of key projects and initiatives will unfold as the year progresses. These include the identification of new sidewalk projects targeted to high need locations on the City's major streets, efforts to coordinate and enhance GDOT's role in the implementation of the Connections 2025 Comprehensive Plan, completion of Battleground Rail Trail Phase I design, and a continuation of planning for future phases of this high quality urban trail.



Existing



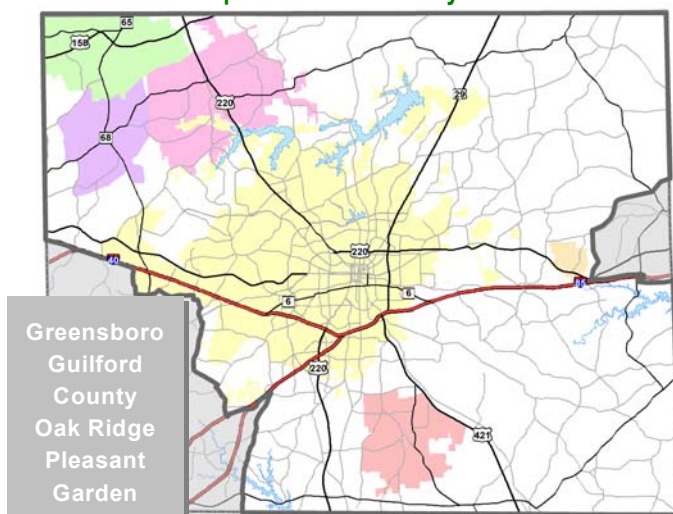
Future Condition

Additionally, the Engineering & Inspections Department will let contracts to construct a substantial amount of sidewalk construction projects planned by the Division in recent years.

► DEVELOPING A NEW PLAN FOR THE AREA

The plan covers surface transportation, including highways, rail, public transportation, bicycles and pedestrians, and the intermodal connection to aviation. The study area includes the City of Greensboro, area towns, and much of Guilford County. The timeframe for the plan runs through the year 2030.

Transportation Plan Study Area



The plan builds off of an awareness of the need to integrate community vision, local context, and environmental goals. This

Development of a new Long Range Transportation Plan for the Greensboro Urban Area Metropolitan Planning Organization is high on the Division's agenda. Staff is taking a new approach this time, one involving more thorough analysis and a considerably more extensive public outreach campaign than in earlier efforts. What will it lead to? The staff and their consultant team will develop proposals to update the Thoroughfare Plan for major streets, develop a Collector Street Plan, and reassess the projects and investment priorities proposed in the fiscally constrained transportation plan for roadways and public transportation. The update will be closely coordinated with GTA's Mobility Greensboro Public Transportation Plan and will address several implementation steps for the Connections 2025 Comprehensive Plan. The Transportation Advisory Committee, which includes members of City Council, the Board of County Commissioners, and the NC Board of Transportation has approval authority. Staff will seek to work closely with the TAC in the development of the plan.



includes a greater emphasis on the role of local transportation networks including a network of collector streets and pedestrian and bicycle facilities. It also includes planned land use, compatibility with natural, historic, and economic resources, and an emphasis on innovative community involvement and inter-governmental partnerships.

The plan will represent a future transportation vision for the area and will include a strategy for implementation based on transportation needs, community priorities, and a strategy for matching transportation needs against reasonably expected future funding resources. The plan may also identify significant transportation needs that might go unmet without future action to identify additional funding sources. The goal is to develop a thorough and farsighted plan that can begin to provide the foundations of community interest and support for long-term implementation efforts that will help to shape the form of the community and region in the years ahead.

Completion is scheduled for August 2004. The planning effort seeks to maximize opportunities for information sharing and public involvement. This includes three rounds of public workshops, the first in November 2003, the second in February 2004, and the third in spring 2004. Meetings will be widely publicized. If you would like more information or to share your views regarding future transportation needs and priorities, please let the staff know via: www.greensboro-nc.gov/LRTP, e-mail gdot@greensboro-nc.gov, fax 412-6171, or phone 373-2332.





PUBLIC TRANSPORTATION



► A YEAR AT A GLANCE FOR GTA'S RIDER ADVISORY PANEL MEMBERS

The Rider Advisory Panel for the Greensboro Transit Authority is nearing the end of its first year, and it has certainly been a very enlightening and productive year for both its members and GTA staff. The organizational meeting of the panel was held on February 18, 2003 with only 3 members attending. The low turnout the first night was attributed to the inclement weather conditions Greensboro often experiences during the month of February. Nevertheless, the continued interest of 8 dedicated transit riders has been evident at subsequent meetings. They have met on a monthly basis to provide valuable input on customer service and transit operating issues. Additionally, members have been actively involved in *Mobility Greensboro*, the long-range public transportation study for the City of Greensboro, where each member participated in at least one, if not both, of the Consensus Building workshops.

"The panel provides proof that GTA listens and is responsive to its riders," states Mr. Hook. Mr. Blakely indicated that before



Back l to r: Charles Hook & Robert Lawson; Seated: Alfreda Williams & Queen Jones; Missing from Picture: Anita Cunningham, Arthur Saunders, Ed Blakely, & Nile McClinton

the panel was established, the riders felt they did not have a forum to voice their concerns. He indicated that the panel fills that void and serves as a sounding board for its riders. Other members concurred with the positive comments made about the panel.

The Greensboro Transit Authority salutes these loyal riders for dedicating their interest and time towards the betterment of Greensboro's Transit program! Staff looks forward to another productive year in 2004, working jointly with the panel to make GTA the best transit program in the state.

► NEW GTA BOARD CHAIR APPOINTED



l to r: Joyce Johnson & Jane Walker-Payne

Mrs. Jane Walker-Payne was recently appointed the new chair of the GTA Board by the Greensboro City Council. Mrs. Walker-Payne currently works as a Paralegal with Brooks, Pierce, McLendon, Humphrey and Leonard Associates. She has served five years on the GTA Board. Among some of her areas of interest include public transportation, transportation safety issues, environmental issues and community development. Mrs. Walker-Payne replaces Mrs. Joyce Johnson whose term as Board chair expired in August of this year. The GTA family welcomes Jane as their new chair and wishes Joyce all the best in her future endeavors!

► GTA HOLIDAY PROMOTIONS

On Monday, November 24, 2003, GTA riders who donated canned goods or other non-perishable food items on a GTA vehicle received a free ride that day. Riders could donate a canned good for each trip they took. "Lend a Hand, Give a Can" is part of GTA's continuing outreach program. GTA feels strongly

about giving back to the community that supports its services throughout the year. The food will be donated to two families adopted by GTA, one during the Thanksgiving holidays and the other during the Christmas holidays.

Other holiday activities include serving

breakfast at the Greensboro Urban Ministries, caroling to human service agencies who use SCAT, and providing a Santa on the buses to give away candy and GTA coloring books to children of all ages. This year's holiday season was another exciting time for the young at heart.

► BUS RIDERSHIP ON THE RISE!

The Greensboro Transit Authority is well on its way to reaching its long-range goal of doubling transit ridership in the next five years. The first four months of FY2004 showed an increase of 13% in ridership from FY2003. There were reportedly 209,000 passenger trips made during the month of October 2003. Weekly ridership has averaged 45,500 trips system-wide. The Greensboro Transit Authority attributes this increase to several factors, including the new buses, increased promotions of the service, and the opening of the new depot, which offers a safe and climate controlled environment for bus riders to make their connections. The new depot also provides the convenience of making connections to PART (regional bus service), Greyhound/Trailways buses as well as taxis, which are all housed at the new

facility.

A recent study indicated that getting to work was the primary purpose for GTA riders using transit. This was true on Saturdays and Sundays as well as weekdays. GTA is pleased of the small role it has played in improving the quality of life for those citizens dependent on transit. Over the next five years, GTA hopes to make further enhancements that would provide greater opportunities, access, choice and freedom to the citizens of this community, thereby, improving the quality of life for everyone.



Public Transportation continued on page 10



► COMMUNITIES IN MOTION DAY

On Thursday, October 16, the Greensboro Transit Authority celebrated Communities in Motion Day with transit authorities across the nation. Communities-in-Motion is a two year-old program developed by the American Public Transportation Association to celebrate the many benefits of public transportation in the community. While transit clearly benefits those who use it, the community as a whole benefits in the form of economic development, reduced conges-

tion, cleaner air and more livable communities, to name a few. Through public transportation, the community is provided with greater job opportunities, access, choice and freedom, all of which contribute to an improved quality of life for the citizens of Greensboro.

Attractions on October 16 included free giveaways to several trivia transportation quizzes, with the grand prize being free tickets to the 50 Cents hip hop concert.

The radio station, 94.5 The Beat, was on site at the depot to broadcast the event and award the grand prize to a lucky rider. In addition to the drawings, 25 riders received free 11-ride passes for being the lucky rider on designated routes. Even though everyone had fun, the special event provided GTA with a forum to promote transit and educate the public on the many benefits public transportation provides the Greensboro community.

► WINNER SELECTED FOR GTA'S BUSES TO BOOKS WRITING CONTEST

The winner of this year's Buses to Books writing contest, and the recipient of a \$25.00 gift certificate from Barnes and Noble Book store was 12-year old Ebony Moore of Greensboro. Ebony wrote a non-fiction essay that described her exciting ride on the GTA bus. Congratulations to Ebony!



The Buses to Books program was a 10-week summer program co-sponsored by the Greensboro Public Library and the Greensboro Transit Authority to help promote literacy among



school aged children ages 6-17, as well as encourage ridership. This summer the program began on June 16, 2003 and continued through August 24, 2003. The libraries distributed a total of 768 free transit passes. Special recognition was provided to Miss Moore by GTA Board Chair, Jane Walker-Payne at the October Board meeting. The \$25.00 gift certificate was made possible through ATC/Vancom.

► GTA PARTICIPATES IN GREENSBORO'S FIRST NEIGHBORHOOD SUMMIT

On October 10-11, 2003, the Greensboro Transit Authority, in conjunction with GDOT and several city departments, participated in Greensboro's first annual Neighborhood Summit, sponsored by the Greensboro Neighborhood Congress. In keeping with the theme of the summit, "Neighborhood Matters," staff was able to provide participants with a wealth of information on GTA and its services,

which would aid in improving their own neighborhoods.

The Summit kicked off on Friday evening with a keynote address from Attorney Alan W. Duncan, along with food and musical entertainment. Saturday's mid-day luncheon speaker featured Greensboro's very own City Manager Ed Kitchen. GTA staff was available both Friday evening and all day Saturday

to participate in the workshops and discussions relating to physical revitalization, community resources, safety and multicultural diversity. The summit culminated with a question and answer session with members of City Council. Participants left the Summit Saturday evening with a wealth of resources and a better understanding of GTA's bus services and the city's overall services.



EMPLOYEE NEWS



► EMPLOYEE OF THE MONTH

Robin Davenport, Parking Operations Supervisor, was nominated for May for assistance with the parking at Solaris restaurant. **Tonya Williams**, Administrative Assistant, was nominated for June for her preparation work for the annual NCSITE meeting and Golf Event. **Ron Alston**, Maintenance Worker, was nominated for June for going out of his way to train a new employee. **Vince Price**, Sign Shop Supervisor, was nominated for June for making very "professional" signs for the annual NCSITE Golf Event. **Darren Case**, Street Maintenance Supervisor, was nominated for his extra help and leadership on the night paving project. **Craig McKinney**, Transportation Planner, was nominated for February, for his efforts in working with the Christ Covenant Church on transportation improvements. **Ken White**, Transit Intern, was nominated for July for finding and reporting a costly departmental error. **Tamika Polk**, Customer Service Assistant, was nominated for August for her efforts at improving SCAT customer service.

► TEAM OF THE MONTH

JaTia Brown, Marcel Edwards, Karen Marineau, Linda Paschal, Michelle Pridgen, and Tonya Williams were nominated for January for their teamwork in conquering Lawson.

Employee News continued on page 11



Team of the Month continued

John Gardner, Jerry Lee, and Ronald Priddy were nominated for February for their traffic control efforts at a downed power line until the police could arrive to handle it.

Liz Carpenter, Tim Hulon, Libby James, Mike Jones, Mike Mabe, Brian Shoemaker, Chris Spencer, and Adam Fischer were nominated for the team-work on traffic control for the ACC Basketball Tournament.

Gary Burgess and Keith Guarino were nominated for April for their role as inspectors for storm debris removal.

Eddie Coble and Darrell Toler, were nominated for June for their help on a storm water project in which they took the time to explain what they were doing and why.

Keith Lovings, Kevin Pulliam, and Jay Stephens were nominated for June for their night work to repair pole

knock downs to minimize traffic impact.

Sue Edmonds, Wesley Gregory, Don Norman, Ric Swaim, and Ray Yates were nominated for July for their preparation of the Davie Street Parking Deck for construction.

Sue Edmonds, Jennifer Simmons, Jeff Teague, and Ray Yates were nominated for August for their work on reviewing all metered and time-limited parking in the Central Business District for accuracy.

► **SERVICE AWARDS**

Five Years – William Brown, Don Norman, Sue Edmonds, Chad Land, Mike Mabe, Dwight Murphy, Cynthia Smith, Darryl Brooks, Tony Brown, Pat McLaurin, Carrie Reeves, and Ric Swaim

Ten Years – Ronnie Hedrick, Randall Macon, Milton Moore, Harvey Isley, and Sharon Smiley

Fifteen Years – Curtis York, Wayne Sutton, and Paul Wyrick

Twenty Years – James Brooks

Twenty-five Years – Jeff Hall, Marvin Jennings, and Larry Sappington

Thirty Years – Tim Johnson

► **BACK TO BASICS**

Quarter 1

- #1 – Chuck Green - 775
- #2 – Margie Chrismon - 762
- #3 – Donna Mitchell – 585

Quarter 2

- #1 – Chuck Green – 1690
- #2 – Sandy Munroe – 1127
- #3 – Pat McLaurin – 488

Quarter 3

- #1 – Chuck Green – 486
- #2 – Sandy Munroe – 289
- #3 – Pat McLaurin - 198

SCRAMBLE & CROSSWORD

First, unscramble the words. Place them on the lines provided and a word will be spelled straight down if you've placed the scrambled words on the correct lines. Those words can be found in the crossword puzzle. Have fun!

dswiaklse	_____
Sbeus	_____
gsikna	_____
sbsiusne	_____
geniegeninr	_____
lgisahfet	_____
hwraesoue	_____
ftricfa	_____
tesyfa	_____
gnplnai	_____
tag	_____
inwtre	_____
testrse	_____
meat	_____
rmtos rawte	_____
treste lceinag	_____
rksamgni	_____
bcka ot sicbas	_____
lkprgna	_____
gsnis	_____

P	I	Y	L	G	S	E	H	G	R	S	T	E	E	R	T	S
M	L	K	Z	A	X	C	E	W	R	B	V	B	M	P	M	K
T	R	A	F	F	I	C	Z	Y	I	U	Q	E	R	A	E	L
V	S	E	N	M	I	R	R	O	R	S	H	N	G	S	Y	A
Z	T	X	C	N	Q	P	A	R	K	I	N	G	W	I	E	W
Y	R	W	E	R	I	D	S	X	S	N	W	I	T	G	I	E
P	E	B	L	K	J	N	G	V	Z	E	E	N	J	N	K	D
O	E	R	A	C	B	N	G	R	G	S	S	E	T	S	P	I
I	T	E	T	C	P	U	O	F	B	S	M	E	S	A	O	S
Y	C	T	W	O	K	M	S	P	O	I	R	R	Q	V	W	I
T	L	A	S	E	R	T	G	E	H	L	T	I	X	C	E	B
R	E	W	A	R	E	H	O	U	S	E	B	N	L	M	R	O
E	A	M	H	C	L	E	W	B	A	S	I	G	N	A	L	S
W	N	R	G	H	I	L	P	M	A	R	E	Q	W	O	I	T
Q	I	O	M	A	R	K	I	N	G	S	E	A	T	G	T	A
L	N	T	P	R	A	Q	T	Y	C	V	I	N	A	L	E	F
K	G	S	A	F	E	L	I	G	H	T	U	C	I	O	P	Y
J	H	G	F	D	S	A	M	B	N	V	C	X	S	Z	Q	W